

**TEXAS BOARD OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: OMBUDSMAN III -
Independent Ombudsman Coordinator

SALARY GROUP: B21

DEPARTMENT: Ombudsman Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Brian Patrick DATE: 05/04/2021

POSITION #: 049004

I. JOB SUMMARY

Performs complex mediation work. Work involves performing dispute resolution activities; assisting individuals in resolving various situations; preparing participants for conferences, meetings, hearings, and proceedings; and investigating complaints. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Coordinates staff who provide information and communicate relevant state and federal rules, regulations, and procedures of the agency Ombudsman program and services; functions as a technical expert for grievance or claim processing and procedures; and ensures compliance with statutes, policies, and procedures.
 - B. Coordinates complaint investigations; coordinates dispute resolution activities; researches and prepares responses to inquiries from inmate families, officials, and the public; and resolves and mediates various types of grievances and disputes.
 - C. Consults with various groups on issues and procedures concerning conferences, hearings, and proceedings; facilitates the sharing of information among various parties involved in grievances and disputes; and coordinates the organization and maintenance of documentation and the recording of information on contacts and case actions.
 - D. Provides liaison with other departments of the agency, other agencies, organizations, and the public.
 - E. Supervises the work of others.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Associate's degree or sixty semester hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Communications, English, Spanish, or a related field preferred. Each year of experience as described below in excess of the required six years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Six years full-time, wage-earning criminal justice administration, correctional unit operations, ombudsman, technical writing, or investigation experience.
3. Experience in the supervision of employees preferred.
4. Program administration experience preferred.

B. Knowledge and Skills

1. Knowledge of the principles and practices of public administration and management.
2. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to interpret and apply rules, regulations, policies, and procedures.
7. Skill in administrative problem-solving techniques.
8. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
9. Skill in public address.
10. Skill to conduct investigations and in mediation and dispute resolution.

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11. Skill to train and supervise the work of others.

12. Skill to write, interpret, and translate Spanish to English and English to Spanish preferred.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, dolly, and automobile.